



## MWWA SEMINAR FOR MANAGERS & SUPERVISORS

# **How To Handle Employee Discrimination & Harassment Complaints**

### **Remote Class Using ZOOM**

**\*\*NEW COURSE\*\*** MWWA 21-015, Wastewater: BC-2021-3620

Do you know what to do when an employee makes a complaint regarding harassment or discrimination? This training will explore an employer's responsibility to conduct an internal discrimination or harassment complaint investigation. It will also provide attendees with effective methods for conducting a comprehensive investigation and cover some of the more common dos and don'ts regarding this topic.

MWWA is pleased to have Attorney Regina Ryan, the founder of Discrimination and Harassment Solutions, LLC, to speak about this important topic as it pertains to water and wastewater supervisors/managers. Attorney Ryan has presented on this and similar topics for the Mass. Interlocal Insurance Association (MIIA).

### **Learning Objectives:**

- What are the protected classes recognized in MA;
- What is unlawful harassment and discrimination;
- What mistakes have other employees made that need to be avoided;
- How to prevent claims of retaliation

This course is approved for **3.0 TCHs** (Training Contact Hours) for Massachusetts Water & Wastewater Operators. It will be taught using the Zoom platform. Participants will need to have a reliable highspeed internet connection and computer device with both video and audio capability. Please review our Student Expectations for Attending Virtual Training at [www.masswaterworks.org/education](http://www.masswaterworks.org/education).

**LOCATION:** Remote Training via Zoom

**DATE:** Wednesday, October 13, 2021

**TIME:** 8:30 – 12:00 p.m.

**COST:** \$65 Members; \$125 Nonmembers

**INSTRUCTOR:** Regina Ryan, Principal, Louison, Costello, Condon & Pfaff

<b>AGENDA</b>	8:30 – 8:45 AM	<b>Course Overview &amp; Introductions</b>
	8:45 – 10:15 AM	<b>The Laws Regarding Harassment &amp; Discrimination</b>
	10:15 – 10:30 AM	<b>Break</b>
	10:30 – 11:30 AM	<b>Guidance on What to Do / What Not to Do</b>
	11:30 – 12:00 PM	<b>Q &amp; A, Conclusions &amp; Course Evaluations</b>

**Registrations must be done on-line ([www.masswaterworks.org](http://www.masswaterworks.org)).** If you need registration assistance, please email [adminmwwa@masswaterworks.org](mailto:adminmwwa@masswaterworks.org) or call 978-263-1388.

**ATTENDANCE & TCH POLICY:** Participation of the attendees will be confirmed throughout the Zoom session. Participation and completion of an online evaluation form are necessary to be eligible for TCHs. TCHs will be issued only when full payment is received.